CLASSIFICATION TITLE- SUB-TITLE

Research Analyst Senior-PROGRAM EVALUATION MANAGER

POSITION SUMMARY

Under the general supervision of the Quality Improvement Section Chief, the research analyst provides critical data analytic support to the Division of Milwaukee Child Protective Services (DMCPS) in the Department of Children and Families. The research analyst creates data reports, conducts simple and advanced statistical analyses, and disseminates findings from these analyses to program and policy staff and DMCPS managers and administration to provide accurate, up-to-date information about program performance. The research analyst collaborates with stakeholders from the Division, other units within the Department, county human services agencies, and the public to formulate research questions and formulate their research tasks. The research analyst is instrumental in providing essential data to meet state and federal reporting requirements related to contract management and systematic enhancement.

This position must have sufficient expertise and training to manage the analytical issues inherent in the overall system design and the authority to intervene when necessary around a wide range of data/program/system issues. The position will ensure that appropriate services are provided to the children of Milwaukee County to provide them with safe, nurturing and permanent families.
 (Not Rated PD Only)

GOALS AND WORKER ACTIVITIES

40%   A. Collect, maintain and evaluate data to determine contractual and programmatic performance outcomes, and quality improvement plan implementation to promote well-being of children in out of home care. Maintain data integrity to ensure accuracy of reporting elements.

> A1.   Plan and carry out data analysis, using appropriate quantitative and qualitative methods to provide results that meet defined objectives.
> A2.   Perform data entry and create summary/status reports of programmatic and performance data.
> A3.   Develop a variety of deliverables to be utilized by executive management in the KidStat performance management process including performance reports and identification of clinically and programmatically relevant subpopulations.
> A4.   Utilize Intake/Access reports, eWiSACWIS, and other available data to design and conduct analysis, investigate data quality and recommend quality improvement as indicated.
> A5.   Provide technical assistance to DMCPS staff on the utilization analysis and performance indicators within applicable software programs.
> A6.   Identify and analyze system wide trends in the provision of services to children in Milwaukee County and direct the implementation of corrective actions as necessary.
> A7.   Create database/ reporting system and access queries.
> A8.   Design analyses of state child welfare programs using performance data.
> A9.   Collaborate with contracted developers to facilitate technical development of raw data reports; test data reports to ensure fidelity to design.

A10. Create written reports and format data for distribution to program staff.

40% B. Independently prepare analytic information on Division and Department wide priority initiatives, conduct analysis and interpret data in support of the organization's mission.

B1. Assist in the completion of the monthly Contract Monitoring report. Ensure accurate and clear representations of data for the purpose of performance review. Provide suggestions for refining systems wide data analysis for performance and outcomes analysis.

B2. Participate in the development and maintenance of the Medical Report and reports from existing administrative data designed to support health and well-being evaluation efforts, including related contract monitoring and performance management.

B3. Ensure the timely collection, accurate analysis and interpretation of qualitative and qualitative performance data, including coordination with leadership, supervisors and program staff to achieve department objectives.

B4. Provide consultation/technical assistance to staff on case specific issues through the (co)facilitation of staffings.

B5. Compile data and assist in special projects and writing reports.

B6. Collaborate with contracted developers to create extracted datasets drawn from state databases (e.g., eWiSACWIS).

B7. Generate descriptive statistics to summarize the performance of state child welfare programs; compare state performance with national trends.

B8. Conduct univariate, bivariate, and multivariate statistical analysis (using applications such as R, Stata, SPSS, or SAS) to draw inference of performance and trends in the child welfare system.

B9. Create written, graphic, and numeric representations of the results of data analysis to communicate findings to government stakeholders or the public.

B10. Generate performance and policy recommendations based on results of research; explain how changes may be justified based on data.

5% C. Identification and provision of training and technical assistance needs of staff and service agencies.

C1. Identify training and technical assistance needs of public and private staff and private agencies to enhance case practice to meet performance outcome measures, including the identification and framing of analytic questions

C2. Provide/arrange for in-service training for staff and private agencies for data interpretation and reporting.

C3. Act as a trainer in specially requested content areas for the community.

10%   D. Evaluate, monitor, provide (write, research, edit and author) policy for and direct the activities of public and private staff responsible for providing child welfare services for children and families in Milwaukee County to ensure implementation of child welfare services management policies throughout the county-wide system; including Access, Initial Assessment, Safety Services, Adoption, Foster Care Licensing, Ongoing Case Management, Kinship care, Independent Living, Independent Investigation, etc.

> D1. Coordinate activities with a wide range of other programs and initiatives to develop policy recommendations for programs administered by DCF and other partnering agencies.
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> D2. Provide expertise and data driven input into the development and implementation of management policies and procedures to inform placement and permanency planning.
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> D3. Maintain a working knowledge of the programs/projects administered by the DMCPS and any relevant policies and procedures that apply.

5% E. Other

> E1. All other duties as assigned.

KR1   KR2   Knowledge and Skills

> 1. Knowledge of the State and Federal Laws, WI Administrative Rules, DCF, DSP and DMCPS policies and procedures related to Child Welfare.
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> 2. Knowledge of practices and responsibilities of public child welfare functions across all program areas; Access, Initial Assessment, Safety Services, Adoption, Foster Care Licensing, Ongoing Case Management, Kinship care, Independent Living, Independent Investigation
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> 3. Knowledge of social and psychodynamic factors concerning child welfare services and application of family systems theory, child and family development, crisis intervention theory, social work intervention and the dynamics of child abuse and neglect.
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> 4. Maintain a working knowledge of the programs/projects administered by the DMCPS and any relevant policies and procedures that apply.
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> 6. Knowledge of policy development/research, program evaluation and monitoring techniques and strategies.
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> 7. Extensive knowledge of program evaluation theory and practice including evaluation design and data analysis methods.
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> 8. Ability to maintain data and case review integrity and prepare clear, concise reports for management use.
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> 9. Considerable knowledge regarding the use of automated data systems to collect information and the development of information reports.

10. Considerable knowledge and skill in statistical analysis.

11. High degree of skill in use of computers and experience working with Microsoft Office (EXCEL, ACCESS, Power Point) and other analytical tools required.

12. Ability to provide technical assistance in child welfare and data integrity issues.

13. Ability to work cooperatively, and establish and maintain effective working relationships within the agency, with DCF staff, other social service agencies, courts, schools and the community.

14. Excellent oral and written communication skills including the ability to communicate effectively and to present information verbally and in written form.

15. Ability to plan and organize work according to established priorities and to complete assignments accurately and within established timeframes, including considerable knowledge of planning and implementing major projects management techniques.

16. Strong interpersonal skills are necessary along with the ability to work both independently, and collaboratively as part of a team.

17. Knowledge and ability to apply effective management techniques.

18. Proven ability to perform multiple tasks in a high-volume, interruptive setting utilizing strong critical thinking problem solving and attention to detail.

19. Ability to work independently using a high level of independent judgment and discretion.

20. Dependability and consistent punctuality.